

MEM-CL-Lock-in Twenty-four-month Utilization Review

Purpose:

To review utilization of Medicaid services by members who are enrolled in the Lock-in Program and determine if over utilization of Medicaid services is no longer present.

Identification of Roles:

- **Lock-in (LI) Unit Lead-** Maintains members start and end date while in Lock-in Program. Completes administrative tasks and provides unit support.
- **Clinical Peer Reviewer-** reviews member cases and makes a determination based on the medical record and any supporting documentation. Medical judgments are made by physicians, pharmacists, nurses and other health professionals employed by, either under contract to, or consultants for the department. These medical judgments are made by the health professionals on the basis of the body of knowledge each has acquired which meets the standards necessary for licensure or certification under the Iowa licensing statutes for the particular health discipline.

Performance Standards:

NA

Path of Business Procedure:

Step 1: The LI unit lead will send a list to the clinical peer reviewer at the beginning of each month, of all members that have completed 24 months of active Lock-in eligibility.

Step 2: The Clinical Peer Reviewer will review the member's case to determine if the member has been compliant or if the member continues to over utilize Medicaid services. Pharmacy claims, diagnosis, and emergency room visits will be reviewed.

Step 3: The Clinical Peer Reviewer will enter their peer review decision in the C3 notes section indicating why the member will remain in LI or why the member will be removed from LI.

Step 4: If the clinical peer reviewer determines no misuse, over-utilization, or duplication of services is identified, the LI Coordinator will complete the following:

- a. Enter removal of member on Social Services Number Information (SSNI), follow MEM-Updating SSNI procedure and document removal of member in note section of C3
- b. Send *Letter 12, LI Completion*, to member with copies to all designated providers. *All letter templates are stored in OnBase and uploaded in the member's C3 account*
- c. If the member is enrolled in an HMO or MediPASS, the Coordinator will enter the change into the member's Managed Care file in MMIS by entering a "J" in the "ENRLL Status Field. This will initiate a new enrollment packet to be sent out to member"
- d. On the last business day that the member will be in Lock- in, the LI Coordinator will go into C3 and close the CM Lock-in episode

Step 5: If Clinical Peer Review supports LI continuation, the LI Coordinator will document in C3 that Lock-in is extended

Forms/Reports:

Twenty-Four Month "Tickler" Report from Health Intelligence

RFP References:

6.5.6

Interfaces:

SSNI
MMIS
C3
Data Warehouse
OnBase

Attachments:

NA

